



## CoxHealth Virtual Visits On Demand

For quick access to quality care for common conditions and minor illnesses, *Virtual Visits On Demand* connects you with a CoxHealth provider using your computer or digital device. It's available for anyone over 2 years old, from anywhere in Missouri. This video consult option offers the convenience of a face-to-face appointment from the location of your choice.

Online care is available for the following conditions:

- Allergies
- Arthritic pain
- Athlete's foot
- Cold sores
- Cough
- Dermatitis/skin rashes
- Influenza
- Insect bites and stings
- Laryngitis
- Lice
- Minor cuts and scrapes
- Pink eye
- Poison ivy/oak
- Ringworm
- Scabies
- Sinus congestion
- Sore throat
- Styes
- Sunburns
- Toothache
- Upper respiratory infection

*(Please note that ear infections, urinary tract infections, or conditions requiring clothing removal cannot be diagnosed virtually.)*

### Your Virtual Visit

Visits are available in 15-minute increments. To start your visit, simply select an appointment time on the Virtual Visits platform at [coxhealth.com](http://coxhealth.com) and complete the intake form. Then use the link and PIN number you receive by email to securely begin your appointment. Prescriptions can be sent to your pharmacy and a doctor's note can be provided if needed.

### Office Hours/Cost:

**Monday - Friday, 8 a.m.-8 p.m.**

**Saturday - Sunday, 10 a.m.-4 p.m.**

Health insurance information is collected at the time of the visit and patients are billed according to their plan benefits. Contact Member Services at (417) 269-2900 or via online chat to verify your plan benefits.

Patients without insurance will be billed the full cost of the service.

### To Request a Virtual Visit:

1. Download the Vidyo Connect app on your device
2. Go to [coxhealth.com](http://coxhealth.com) and select Virtual Visits at the top right
3. Select an appointment time and follow instructions
4. Use the link and PIN number you receive by email to securely access your appointment

*For assistance with CoxHealth Virtual Visits On Demand, call **417-269-TMED (8633)**.*